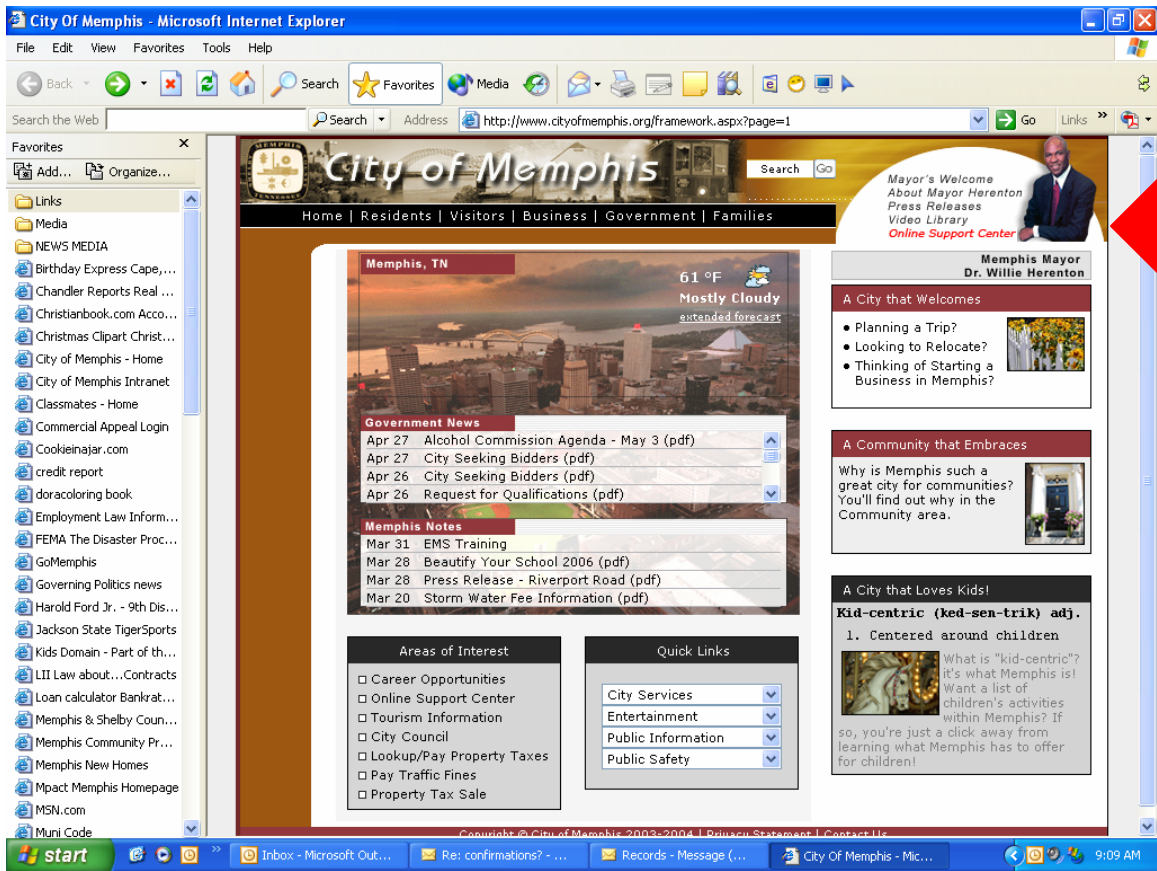


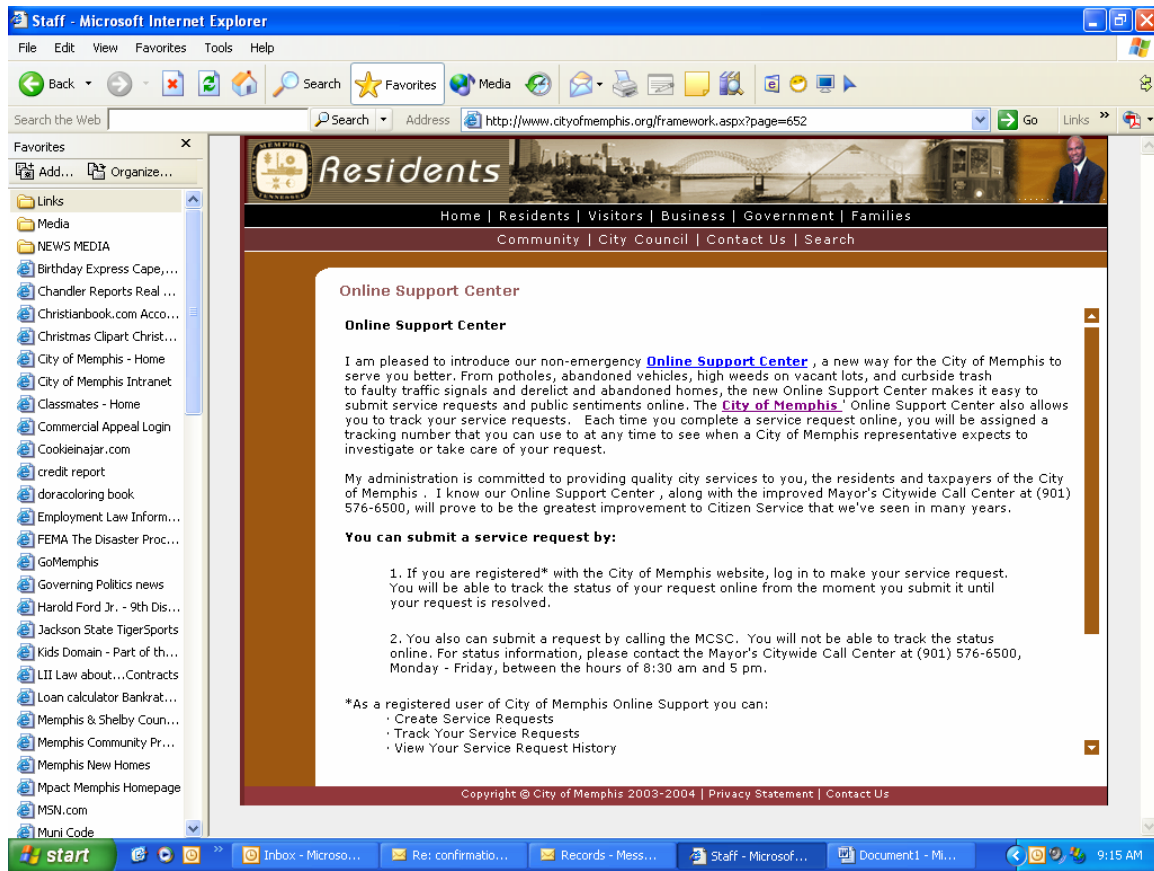
Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



Go to www.cityofmemphis.org

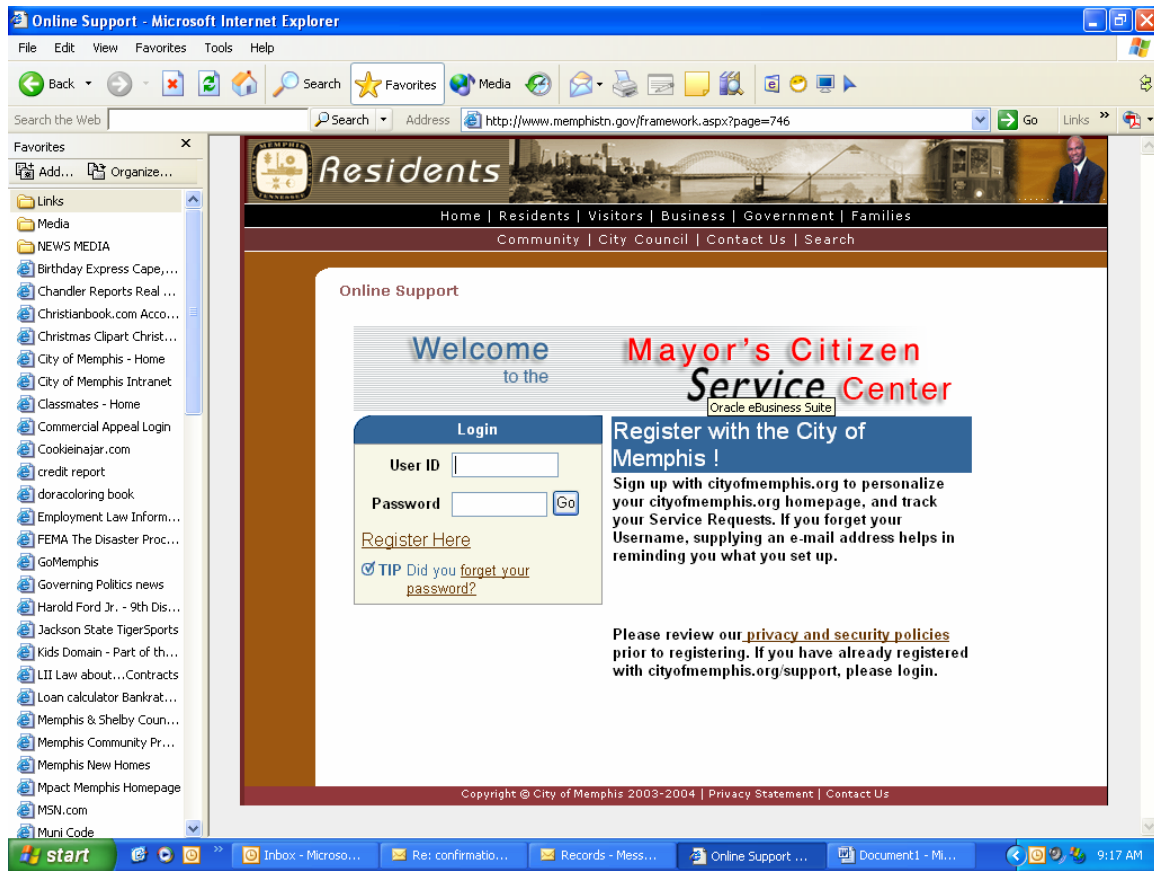
Click on the phrase: “**Online Support Center**” found in red font and located next to the picture of Mayor Willie W. Herenton.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



In the first paragraph, click on the “On-line support Center” phrase in blue font.

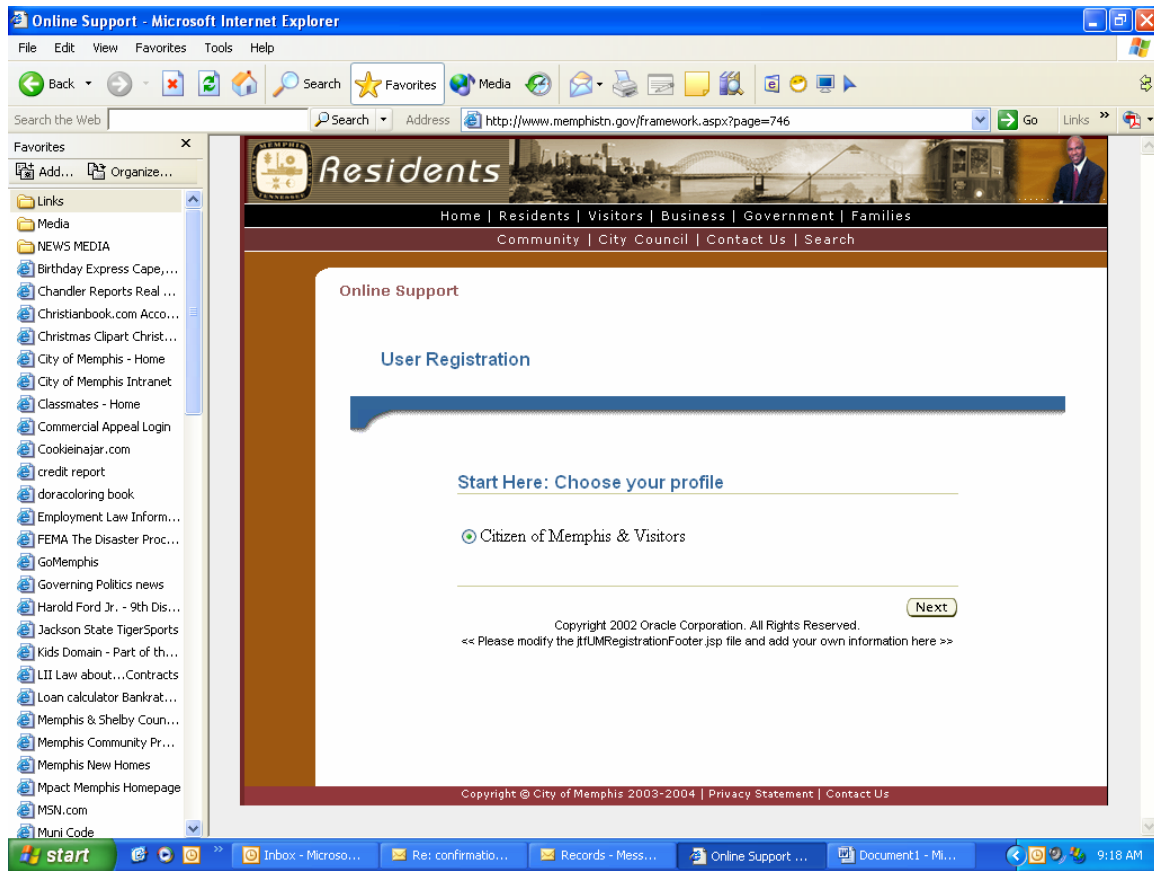
Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



If you have previously registered, enter your user ID and password here.

If you have not, click on “Register Here”.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



Click Next.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Residents' section of the City of Memphis website. The address bar shows the URL: <http://www.memphistn.gov/framework.aspx?page=746>. The page title is 'Residents'. The navigation menu includes: Home | Residents | Visitors | Business | Government | Families | Community | City Council | Contact Us | Search. The main content area is titled 'Online Support' and contains a form titled 'Details: Enter Your Personal Information'. The form includes a tip: 'TIP Please enter your personal information. Confirmations will be sent to the e-mail address you have listed.' The form fields are: First Name, Last Name, User Name, Password (with a note: '(Password should be at least 6 characters long)'), Verify Password, Phone Number (with a note: '(Area Code, Number)'), E-mail (with a note: '(first.last@yourdomain.com)'), and Privacy Preference (a checkbox). A 'Required field' label is at the bottom. The footer of the form says: 'Copyright © City of Memphis 2003-2004 | Privacy Statement | Contact Us'. The Windows taskbar at the bottom shows the Start button and several open applications: 'Inbox - Micro...', 'Re: confirmatio...', 'Records - Mess...', 'Online Support ...', and 'Document1 - Mi...'. The system clock shows 9:19 AM.

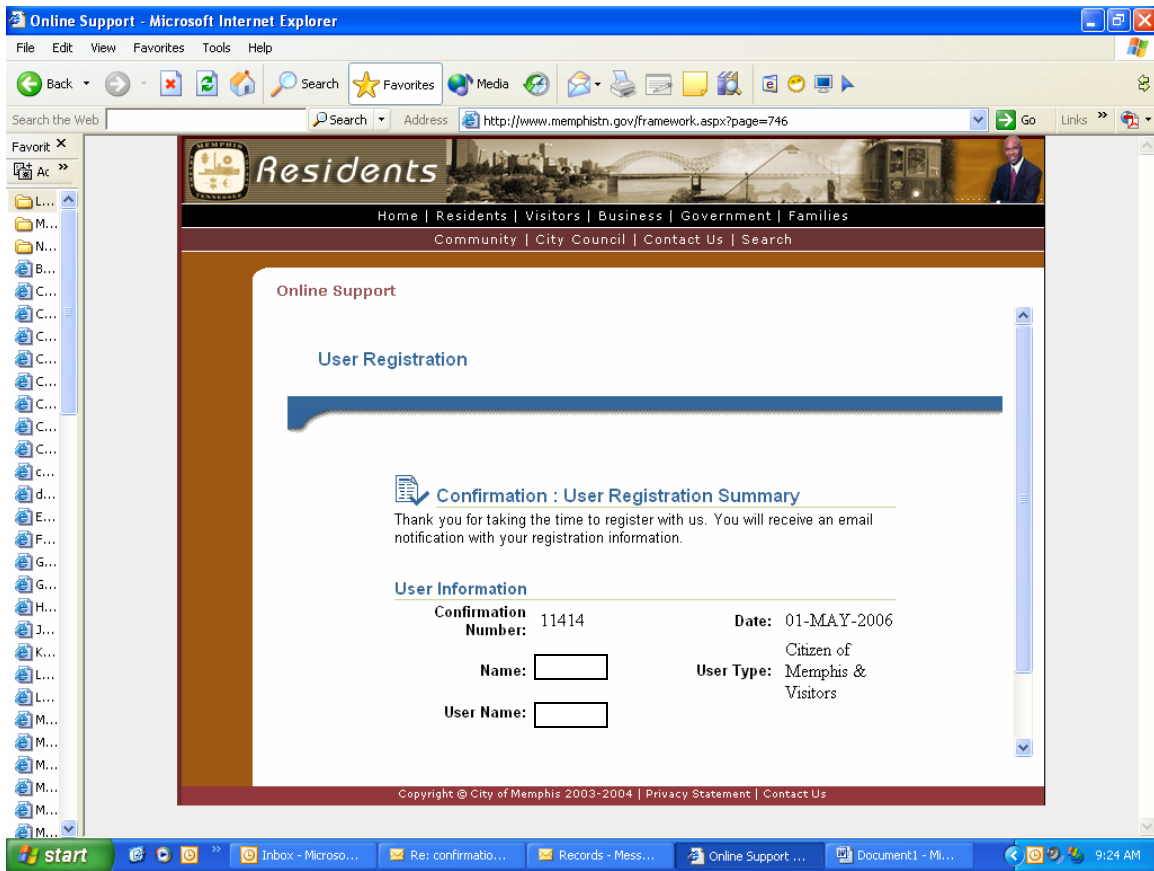
Enter your First Name, Last Name (This can also be the name of your community or neighborhood organization.)

Create a User Name and a Password and enter the e-mail address that you want to use for communication.

Disregard the privacy preference item.

Upon completing this form, click “next”.

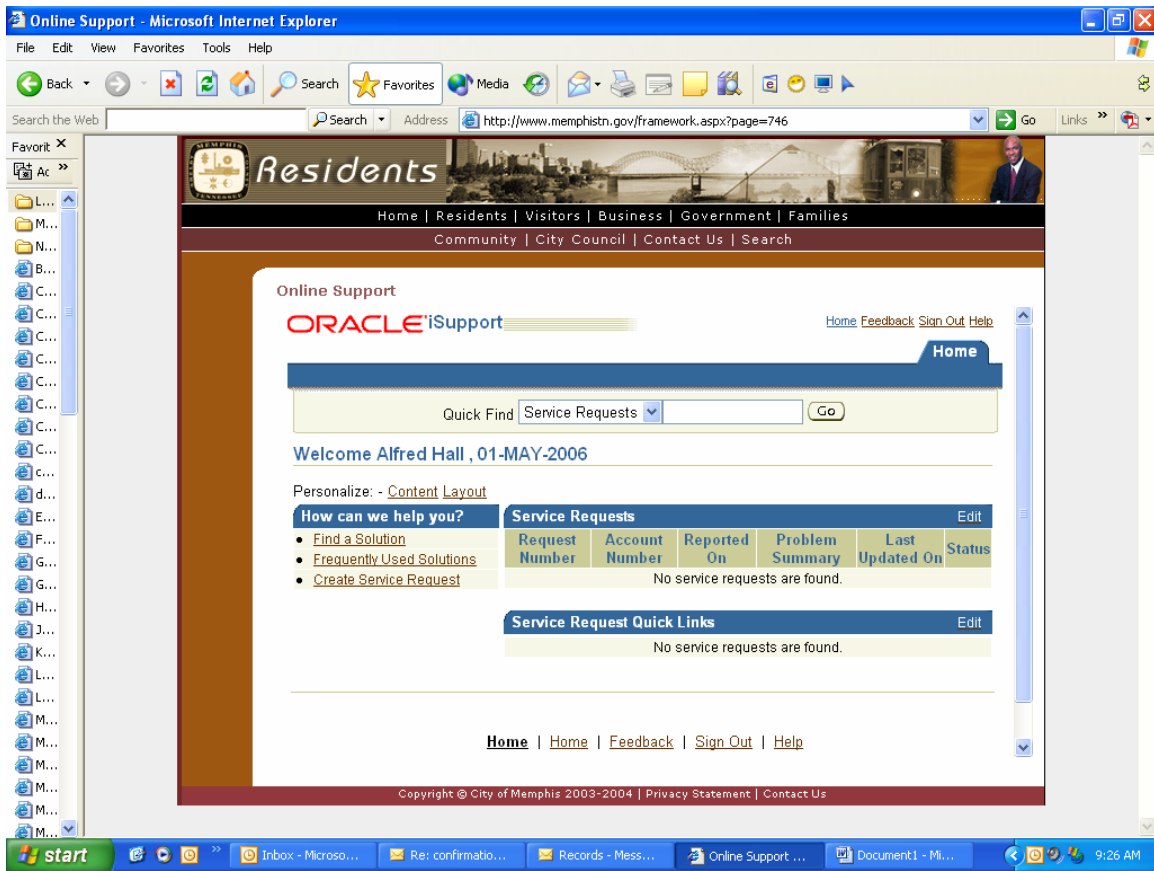
Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



Upon registering, you will receive a confirmation.

Click Continue.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



Find a Solution – Searches the Mayor's Citizen Service Center's system for general information.

Frequently Used Solutions – Is not yet developed.

Create Service Requests – Selection to use when you want to enter a service request.

1. **Request Number** – The number that has been assigned to the service request.
2. **Account Number** – The number that has been assigned to the citizen.
3. **Reported On** – Date in which the service request was reported.
4. **Problem Summary** – Brief description of the problem
5. **Last Updated on** – What action has been taken on the problem by city staff
6. **Status** – Whether or not the service request is open, in progress or closed.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center



This page lists all of the potential service request types for the City of Memphis. You can scroll down this list by clicking on the block in the upper right hand corner.

The list of service request types include:

[CA - Miscellaneous/Claims](#)

City Attorney -Miscellaneous/Claims

[Citizens Information Request](#)

Mayor's Citizen Service centre (Citizens Information Request)

[EN - Construction Inspection](#)

Engineering - Inspection of Construction

[EN - Drainage Improvement](#)

Engineering - Design of Drains

[Citizens Information \(Misc\)](#)

Mayor's Citizen service Centre (Miscellaneous Service Requests)

[Convention Center - \(Misc\)](#)

Convention Center - Miscellaneous / Claims

[EN - Curb/Gutter Repair](#)

Engineering - Faulty Curbs/Gutter

[EN - Maintain Signs/Markings](#)

Engineering - Request to Maintain Signs / Markings

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

[EN - Miscellaneous](#)

Engineering - Miscellaneous Service Requests

[EN - New Signs/Markings](#)

Engineering- Request for New Signs / Markings

[EN - Parking Meter Maintenance](#)

Engineering- Faulty Parking Meter

[EN - Railroad Inspection](#)

Engineering- High Grass or Asphalt needed

[EN - Railroad R-O-W Maintenance](#)

Engineering- Railroad Right-of-Way Maintenance (High Grass)

[EN - Sidewalk Inspection](#)

Engineering-Damaged/Obstructed Sidewalk

[EN - Street Improvements](#)

Engineering-Damaged/Obstructed Sidewalk

[EN - Traffic Maintenance](#)

Engineering- Traffic Maintenance

[EN - Traffic Sight Obstruction](#)

Engineering- Vegetation Blocking View

[EN - Traffic Sign Obstruction](#)

Engineering- Signs Blocked or Sign Blocking View

[EN - Traffic Signal Operation](#)

Engineering- Request for New Traffic Signals and Changes

[EN - Wheelchair Ramp Request](#)

Engineering- Request for Ramps

[FS - Anti-Neglect](#)

Fire Services - Anti-Neglect

[FS - Emergency Services](#)

Fire Services - Emergency Services

[FS - Fire Hydrants](#)

Fire Services - Fire Hydrants

[FS - Miscellaneous](#)

Fire Services - Miscellaneous

[GS \(WD\) - Alley Cutting](#)

General Services - Weeds Department (Alley Cutting)

[GS \(WD\) - Miscellaneous](#)

General Services - Weeds Department (Miscellaneous)

[GS \(WD\) - Street Cleaning](#)

General Services - Weeds Department (Street Cleaning)

[GS \(WD\) - Weeds Vacant Houses](#)

General Services - Weeds Department (Weeds Vacant Houses)

[GS \(WD\) - Weeds Vacant Lots](#)

[HCD - Code Enforcement](#)

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

[HCD - Housing Assistance /HARP](#)

Housing and Community Development
- Housing Assistance / HARP

[HCD - Housing Development](#)

Housing and Community Development
- Housing Development

[HCD - Miscellaneous](#)

Housing and Community Development
- Miscellaneous

[HR - Benefits Disputes](#)

Human Resources (Benefits Disputes)

[HR - Benefits Information](#)

Human Resources (Benefits
Information)

[HR - Employee Issues](#)

Human Resources (Employee Issues)

[HR - Employment Information](#)

Human Resources - (Employment
Information)

[HR - Labor Disputes/EEO Issues](#)

Human Resources (Labor Disputes
and EEO Issues)

[HR -Verification of Employment](#)

Human Resources (Verification of
Employment)

[Library - Miscellaneous](#)

Library - Miscellaneous Service
Requets

[MHA - Miscellaneous/Claims](#)

Memphis Housing Authority -
Miscellaneous/Claims

[Mid-South Coliseum - \(Misc\)](#)

Mid-South Coliseum - Miscellaneous /
Claims

[Mid-South Fair - \(Misc\)](#)

Mid-South Fair -
Miscellaneous/Claims

[MLG&W - Street Lighting Maint.](#)

MLG&W - Street Lighting (
Maintenance)

[MSCCE - Building Codes](#)

Memphis & Shelby County
Construction Code Enforcement
(Building Codes)

[MSCCE - Electrical Codes](#)

Memphis & Shelby County
Construction Code Enforcement -
(Electrical Codes)

[MSCCE - Mechanical Codes](#)

Memphis & Shelby County
Construction Code Enforcement
(Mechanical Codes)

[MSCCE - Miscellaneous](#)

Memphis & Shelby County
Construction Code Enforcement-
(Miscellaneous)

[MSCCE - Plumbina Codes](#)

[MSCCE - Sian Ordinances](#)

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

Memphis & Shelby County
Construction Code Enforcement
(Plumbing Codes)

[MSCCE - Zoning Codes](#)

Memphis & Shelby County
Construction Code Enforcement
(Zoning Codes)

[MTA - Bus Schedule](#)

Memphis Transit Authority- (Bus
Schedule)

[MTA - Bus Stop \(Litter\)](#)

Memphis Transit Authority (Bus Stop -
Litter)

[MTA - Concerns \(Bus Driver\)](#)

Memphis Transit Authority -
(Concerns regarding Bus Driver)

[MTA - Mechanical Errors \(Eqpt\)](#)

Memphis Transit Authority -
(Mechanical Errors On Equipment)

[MTA - Trolley Line](#)

Memphis Transit Authority- (Trolley
Line)

[PC - Community Center](#)

Park Commission - Hours of Operation
are not amenable to citizens or they
need adjusting.

[PC - Grass Cutting](#)

Park Commission - Grass Maintenance

[PC - Median Strip Maintenance](#)

Memphis & Shelby County
Construction Code Enforcement- (Sign
Ordinances)

[MTA - Bus Fares](#)

Memphis Transit Authority (Bus
Fares)

[MTA - Bus Stop \(Benches\)](#)

Memphis Transit Authority - Bus Stop
(Benches)

[MTA - Bus Stop \(Weeds\)](#)

Memphis Transit Authority -Bus Stop
(Weeds)

[MTA - MATA - PLUS](#)

Memphis Transit Authority- (MATA -
PLUS)

[MTA - Miscellaneous](#)

Memphis Transit Authority
(Miscellaneous)

[MTA - Trolley Tracks](#)

Memphis Transit Authority- (Trolley
Tracks)

[PC - Equipment](#)

Park Commission - Equipment
Maintenance

[PC - Lights in the Parks](#)

Park Commission- Light repair in
Parks

[PC - Miscellaneous](#)

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

[PC - River Front Maintenance](#)

Park Commission - Mud Island
Maintenance

[PC - Roadways in Parks](#)

Park Commission - Pothole Repair in
Parks

[PC - Signage in Parks](#)

Park Commission - New signs repaired
and/or replaced

[PC - Tree Removal](#)

Park Commission -Removal of trees in
Parks

[PD - Abandoned Vehicles](#)

Police Department - Abandoned
Vehicles

[PD - Complaint about Service](#)

Police Department -Rude, Non-
responsive attitude

[PD - Criminal Activity](#)

Police Department - Drugs,
Prostitution, Loiterers

[PD - Quality of Life Issues](#)

Police Department- Graffiti, Basketball
goals

[PD - Taxi/Wrecker Complaint](#)

Police Department- Taxi or Wrecker
problems

[PD - Traffic Violations](#)

Police Department- Speeding,
disregarding traffic signals

[PS&N - Animal Service](#)

Public Services and Neighborhood -
Housing Improvement

[PS&N - Auto Inspection](#)

Public Services and Neighborhood -
(Auto Inspection)

[PS&N - Emergency Mgmt. Agency](#)

Public Services and Neighborhood (
Emergency Management Agency)

[PS&N - Housing Improvement](#)

Public Services and Neighborhood -
Housing Improvement

[PS&N - Library \(Miscellaneous\)](#)

Public Services and Neighborhood -
Library (Miscellaneous)

[PS&N - Miscellaneous](#)

Public Services and Neighborhood - (
Miscellaneous)

[PS&N - Youth Services](#)

Public Services and Neighborhood
(Youth Services)

[PS&N -Human Service Grant Info](#)

Public Services and Neighborhood (
Human Service Grants Information)

[PW \(SM\) - Paving](#)

[PW \(SM\) - Potholes](#)

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

[PW \(SM\) - Roadside Ditches](#)

Public Works (Street Maintenance)
Roadside Ditches

[PW \(SM\) - Trees in Street](#)

Public Works (Street Maintenance)
Trees in Street

[PW \(SM\) - Trees Trimming](#)

Public Works (Street Maintenance)
Trees Trimming

[PW \(SWM\) Alley Debris](#)

Public Works - Solid Waste
Management (Alley Debris)

[PW \(SWM\) Cart Repair/Replace](#)

Public Works - Solid Waste
Management (Cart Repair/Placement)

[PW \(SWM\) Curbside Trash](#)

Public Works - Solid Waste
Management (Curbside Trash)

[PW \(SWM\) Fee Discount Program](#)

PW (SWM) Solid Waste Fee Discount
Program Request

[PW \(SWM\) Garbage Missed](#)

Public Works - Solid Waste
Management (Garbage Missed)

[PW \(SWM\) Garbage Waiver Req.](#)

Public Works - Solid Waste
Management (Garbage Waiver
Request)

[PW \(SWM\) Miscellaneous](#)

Public Works - Solid Waste
Management (Miscellaneous)

[PW \(SWM\) New Garbage Request](#)

Public Works - Solid Waste
Management (New Start Garbage
Request)

[PW \(SWM\) Recycle Request](#)

Public Works - Solid Waste
Management (Recycle Request)

[PW \(SWM\) Roadside Litter](#)

Public Works - Solid Waste
Management (Roadside Litter)

[PW \(SWM\) Service Quality](#)

Public Works - Solid Waste
Management (Service Quality)

[PW \(SWM\) Solid Waste Fees](#)

Public Works - Solid Waste
Management (Solid Waste Fees)

[PW \(SWM\) Stolen Cart](#)

Public Works - Solid Waste
Management (Stolen Cart)

[PW - Drain/Ditch Maintenance](#)

PW- Drain / Ditch Maintenance

[PW - Sewer Maint. - Repair](#)

Public Works - Sewer Maintenance (Repair)

[PW - Sewer Maint. - Stoppage](#)

[PW - Street Cave In](#)

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

Stoppage)

[PW - Street Lighting New Inst.](#)

Public Works - Street Lighting (New
Installations)

[SC - Mayors Action Center\(MIS\)](#)

Shelby County Mayor's Action Center
- Miscellaneous

[SCHD - Defective Plumbing](#)

Shelby County Health Department -
(Defective Plumbing)

[SCHD - Dirty Dog Yard](#)

Shelby County Health Department -
(Dirty Dog Yard)

[SCHD - Exterior Conditions](#)

Shelby County Health Department -
(Exterior Conditions)

[SCHD - Food Inspections](#)

Shelby County Health Department -
Foul Odor

[SCHD - Foul Odor](#)

Shelby County Health Department -
Foul Odor

[SCHD - Illegal Dumping](#)

Shelby County Health Department -
Illegal Dumping

[SCHD - Living Conditions](#)

Shelby County Health Department -
Living Conditions

[SCHD - Miscellaneous](#)

Shelby County Health Department -
Miscellaneous

[SCHD - Mosquitoes](#)

Shelby County Health Department -
Mosquitoes

[SCHD - Pollution Control](#)

Shelby County Health Department -
Pollution Control

[SCHD - Rodent Control](#)

Shelby County Health Department -
Rodent Control

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

The screenshot shows the 'Residents' page of the City of Memphis's Online Support Center. The 'Identify Problem' step is active, showing a progress bar with four steps: Identify Problem, Problem Details, Contact Information, and Review. The 'Problem Type' dropdown is set to 'Click flashlight only' and the 'Problem Summary' text area contains 'Traffic light is working improperly'. A callout box points to the flashlight icon in the problem type dropdown.

Click on the flashlight to the far right of the screen and place a dot in the appropriate problem type.

STEP ONE: IDENTIFY PROBLEM

The screenshot shows the 'Residents' page of the City of Memphis's Online Support Center. The 'Identify Problem' step is active, showing a progress bar with four steps: Identify Problem, Problem Details, Contact Information, and Review. The 'Problem Type' dropdown is set to 'Click flashlight only' and the 'Problem Summary' text area contains 'Traffic light is working improperly'. A red arrow points to the 'Problem Summary' text area.

Then type in a brief description of the problem in the problem summary line.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

The screenshot shows a web browser window titled "Online Support - Microsoft Internet Explorer". The address bar displays "http://www.memphistn.gov/framework.aspx?page=746". The page features a header with the "Residents" logo and navigation links: Home, Residents, Visitors, Business, Government, Families, Community, City Council, Contact Us, and Search. The main content area is titled "Online Support" and "Create Service Request: Problem Details". It includes a progress bar with "Step 2 of 4" highlighted. The form contains the following fields:

- Request Type:** EN - Traffic Sign
- Obstruction:** Obstruction
- Problem Summary:** traffic light is working improperly
- Problem Type:** EN/T01 - Traffic Sign
- Obstruction:** Obstruction

Below these fields is a section titled "Problem Details" with two text input boxes:

- What is the exact location of where the signs/markings that need maintenance?
- What type of sign is it?

At the bottom of the form are "Cancel", "Previous", "Step 2 of 4", and "Next" buttons. The footer of the page reads "Copyright © City of Memphis 2003-2004 | Privacy Statement | Contact Us".

STEP TWO: PROBLEM DESCRIPTION

Provides us with more descriptive information regarding the nature of the problem. This information is not mandatory but assists us with understanding the problem. The information for each box will vary depending on the type of problem. Click Next when done.

The screenshot shows the same web browser window, but now the "Attachments" section is visible. It includes a text input box for "What is the specific problem and is there a time of day generally associated with the problem?". Below this is a table for attachments:

| Attachment | Category | Description |
|---|----------|-------------|
| There are no attachments associated with the Service Request. | | |

At the bottom of the table are "Add Attachment" and "Remove" buttons. Below the table are "Cancel", "Previous", "Step 2 of 4", and "Next" buttons. A callout box points to the "Add Attachment" button with the text: "You can add a photo of the problem and/or add written communication, by clicking on the 'Add Attachment' box."

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'Online Support - Microsoft Internet Explorer' page. The address bar shows 'http://www.memphistn.gov/framework.aspx?page=746'. The page features a header with the 'Residents' logo and navigation links: Home, Residents, Visitors, Business, Government, Families, Community, City Council, Contact Us, and Search. The main content area is titled 'Online Support' and 'Create Service Request: Contact Information'. It includes a progress bar indicating 'Step 3 of 4'. The form contains the following fields and information:

- Request Type:** EN - Traffic Sign Obstruction
- Problem Summary:** traffic light is working improperly
- Problem Type:** EN/T01 - Traffic Sign Obstruction
- Primary Contact:**
 - Customer: [Text Box]
 - Contact: [Text Box]
 - My Account Number: 5196 (Dropdown)
 - Contact By: [Text Box]
- Location of Problem:**
 - *Address: [Text Box]
 - State: [Text Box]
 - Cross Street: [Text Box]
 - *City: [Text Box]
 - *Postal Code: [Text Box]
 - Suite: [Text Box]

At the bottom of the form, there are 'Cancel' and 'Previous' buttons, and a progress bar showing 'Step 3 of 4'. The footer of the page reads 'Copyright © City of Memphis 2003-2004 | Privacy Statement | Contact Us'.

This is page is critical.

You must enter the exact address of the problem.

Only one address can be listed at a time for each service request.

Instructions on How to Use the Mayor's Citizen Service Center's Online Support Center

The screenshot shows a Microsoft Internet Explorer window titled "Online Support - Microsoft Internet Explorer". The address bar displays "http://www.memphistn.gov/framework.aspx?page=746". The website header features the "Residents" logo and navigation links: Home | Residents | Visitors | Business | Government | Families | Community | City Council | Contact Us | Search. The main content area is titled "Online Support" and "Create Service Request: Review". It includes buttons for "Cancel", "Previous", "Step 4 of 4", and "Submit". The form displays the following information:

- Request Type: **EN - Traffic Sign Obstruction**
- Problem Summary: **traffic light is working improperly**
- Problem Type: **EN/T01 - Traffic Sign Obstruction**

Below this is a section titled "Problem Details" with four questions:

- What is the exact location of where the signs/markings that need maintenance?
- What type of sign is it?
- What are the landmarks?
- What is the specific problem and is there a time of day generally associated with the problem?

The footer of the page reads "Copyright © City of Memphis 2003-2004 | Privacy Statement | Contact Us". The Windows taskbar at the bottom shows the Start button, several icons, and the system clock displaying "10:14 AM".

Summarizes everything you have entered.
Click on to “Submit” after you have verified the information.

You will receive a service request number, which will then be visible under your personal account.